

# The Virginia Learning Center



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

## How to recover your User ID or Password:

Step 1: Click one of the forgot “login ID” or “password” links

**Welcome to the Commonwealth of Virginia Learning Center**

If you are new to the system please view the overview by selecting the word Overview located on the next line.  
[OVERVIEW](#)

**Need an Account?**  
This version of the COVLC does not allow for self-registration. To create a new account, click [here](#) for contact information for account creation.

Log In

Login ID

Password

Log In

[Forgot your login ID or password?](#)

[About](#) [Contact Us](#)

Step 2 (Login ID): Enter your last name and email address, then click the Get Login ID Button

The screenshot shows the login interface for the Commonwealth of Virginia Learning Center. On the left, a banner features a bridge over a river and the DHRM logo. A circular seal with the text 'TRAINING • SHARING • FOR SUCCESS' and 'THE VIRGINIA LEARNING CENTER' is overlaid. A dark overlay box contains the following text: 'Welcome to the Commonwealth of Virginia Learning Center', 'If you are new to the system please view the overview by selecting the word Overview located on the next line.', a link for 'OVERVIEW', and a link for 'Need an Account?'. On the right, the login form includes a 'Forgot your login ID?' link, a text input for 'Last Name' (marked with a red 1), a text input for 'Email Address' (marked with a red 2), a 'Back' button, and a 'Get Login ID' button (marked with a red 3).

Step 3 (Password): Enter your Login ID, then click the Continue Button

This screenshot shows the password entry step of the login process. The left banner and overlay box are identical to the previous step. The overlay box also includes the text: 'This version of the COVLC does not allow for self-registration. To create a new account, click here for'. The login form on the right features a 'Forgot your password?' link, a text input for 'Login ID' (marked with a red 1), a 'Cancel' button, and a 'Continue' button (marked with a red 2).

Step 4: You will soon receive an email with the requested Login ID or password